



West Virginia Department of Agriculture

1900 Kanawha Blvd. E., Charleston, WV 25305
304-558-3550

Walt Helmick
Commissioner

VACANCY ANNOUNCEMENT

Title: Help Desk Analyst
Salary: \$30,000.00
Headquarters: GRD Agricultural Center, Information Technology Division
Send WVDA Application & Resume to: Anne Oravec, Executive Assistant
West Virginia Department of Agriculture
1900 Kanawha Boulevard, East
Charleston, WV 25305-0170
Phone: 304-558-2221
E-mail: aoravec@wvda.us
Closing Date: Until Filled

Nature of Work: Serves as the first point of contact for staff in need of technical support. Answers Information Technology Help Desk calls and assigns trouble tickets to appropriate IT technicians. Performs tracking of open and closed trouble tickets and creates reports from Help Desk management software showing statistical performance of technicians. Coordinates assigned work for three to four technicians. Assists division director in routine tasks, including division time tracking, tracking of purchasing requests from other divisions, computer hardware and software inventory management, and coordination of meetings with other division directors.

Examples of Work:

- Diagnoses computer problems over the telephone, determining possible source of the problem.
- Prioritizes requests for technical assistance and for assigning trouble tickets to appropriate technicians.
- Provides first level remote support for end-users.
- Directs technical problems to appropriate division staff if problem cannot be quickly fixed over the phone.

- Stays current on the Windows operating system.
- Stays current on the division's standard software packages, including Microsoft Office software.
- Administers web browser-based help desk software.
- Maintains software and hardware inventory.
- Helps divisions facilitate software or hardware purchases, coordinating efforts with division directors.
- Completes physical inventory of WVDA IT assets when required
- Distributes new IT equipment to end-users, including setting up new PCs and transferring user data to new PCs.

Working Conditions: Sitting; standing, walking, driving, using a computer and other office equipment, performing calculations, communicating orally and in writing, working extended hours as needed, working under stressful conditions at times, and occasional overnight travel as required.

Required Knowledge, Skills and Abilities:

- At least one year of experience working in a technical support environment
- Experience with Active Directory
- Strong interpersonal skills
- Excellent analytical skills
- Strong technical skills using a computer
- Ability to conceptualize a technical problem over the phone
- Ability to assign technical problems to technician with the appropriate skill set

Minimum Qualifications:

Training: Associates degree from an accredited college, university, or business school in general data processing (data entry), clerical, or equivalent field of study.

Experience: One year experience in a computer help desk environment.

Substitution: Three years of full-time or equivalent part-time paid experience as a computer help desk employee.

Additional Requirements:

- Must have the ability to maintain emotional control under stress.
- Must be able to maintain positive attitude when dealing with employees.